Customer Feedback Session

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Objectives
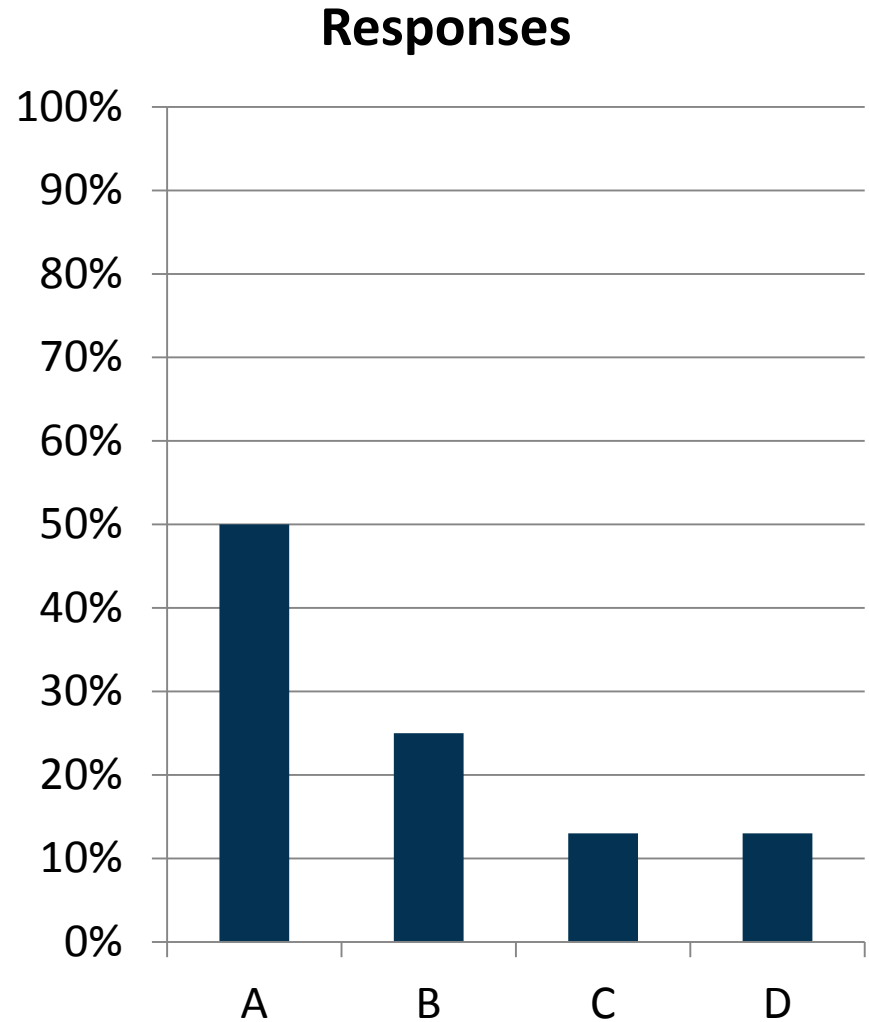
- Review each question from the questionnaire
- Allow for customers to give feedback
- ARC to provide responses

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Question 1

Your role in the organization is best described as:

- A. Financial
- B. Budget
- C. Other Administrative
- D. Program

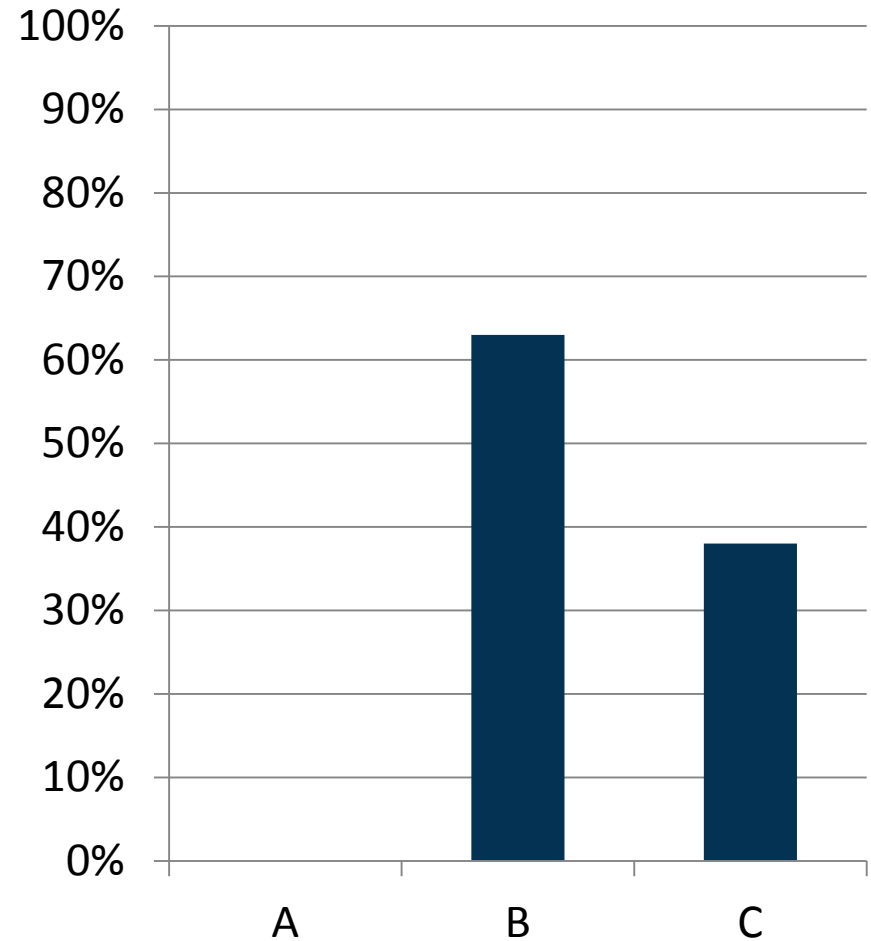**Responses**

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Question 2

What is the most important aspect of the financial management and accounting services ARC provides your agency?

A. Cost Savings

B. Reporting Timeliness and Accuracy

C. Specialized Knowledge and Technical Skills
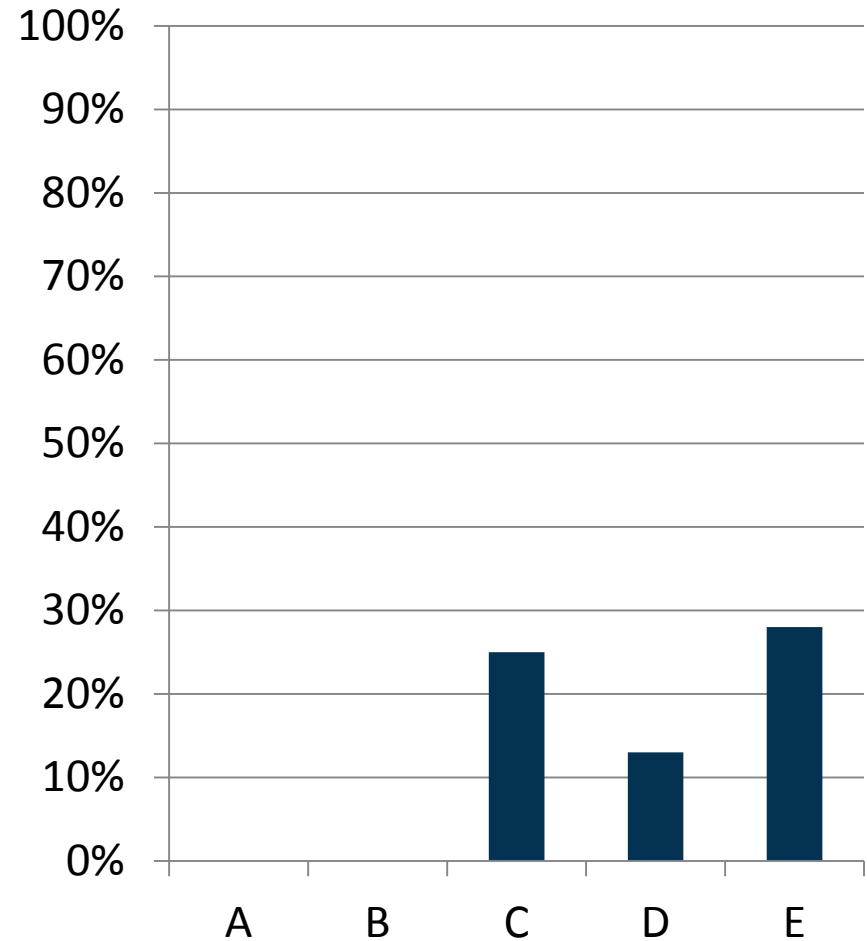
Responses

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Question 3

Is there an area within ARC that may need improved?

A. Audit Support & Financial Reporting (Financial Statements, GTAS, etc.)

B. Transaction (Document) Processing

C. Budget Reporting

D. Customer Communication

E. Other (Please Specify the area of improvement)

Responses

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Areas of Improvement…

- "Similar platforms for other aspects of administration duties can improve the efficiency greatly."

- "People and customer service is very good, especially with our financial reporting, audit support, and travel. While the report development team is very good and responsive, the product and structure currently limits the ability to do more sophisticated reporting. Hopefully the new tools being introduced will be more powerful."

- "Communication across business lines within ARC."

- "Oracle is a cumbersome system. It is time consuming when one must export data to Excel and filter it . It would be helpful if reports could be run in Oracle."

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Question 4

Where do you feel ARC should focus future process improvements?

A. Improving systems and business processes

B. Providing more customer outreach/relationship building with customers

C. Developing personnel in financial management topics
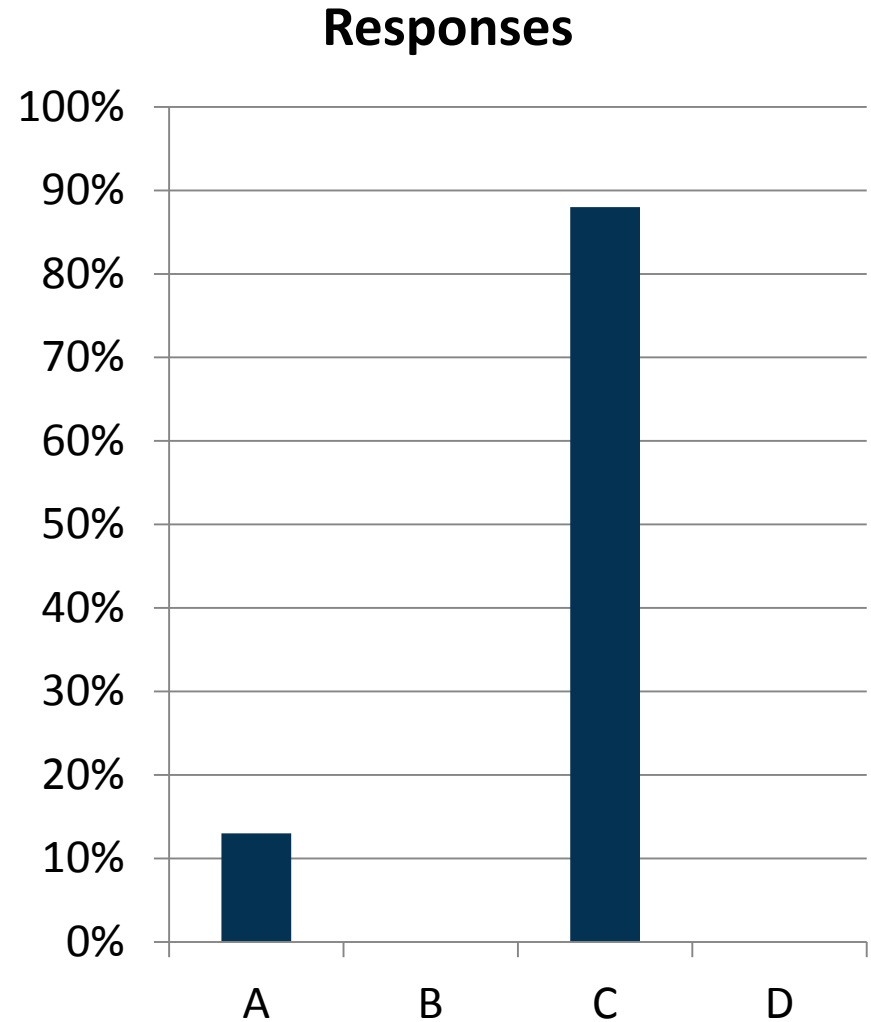
D. Standardizing practices across all customers

Responses

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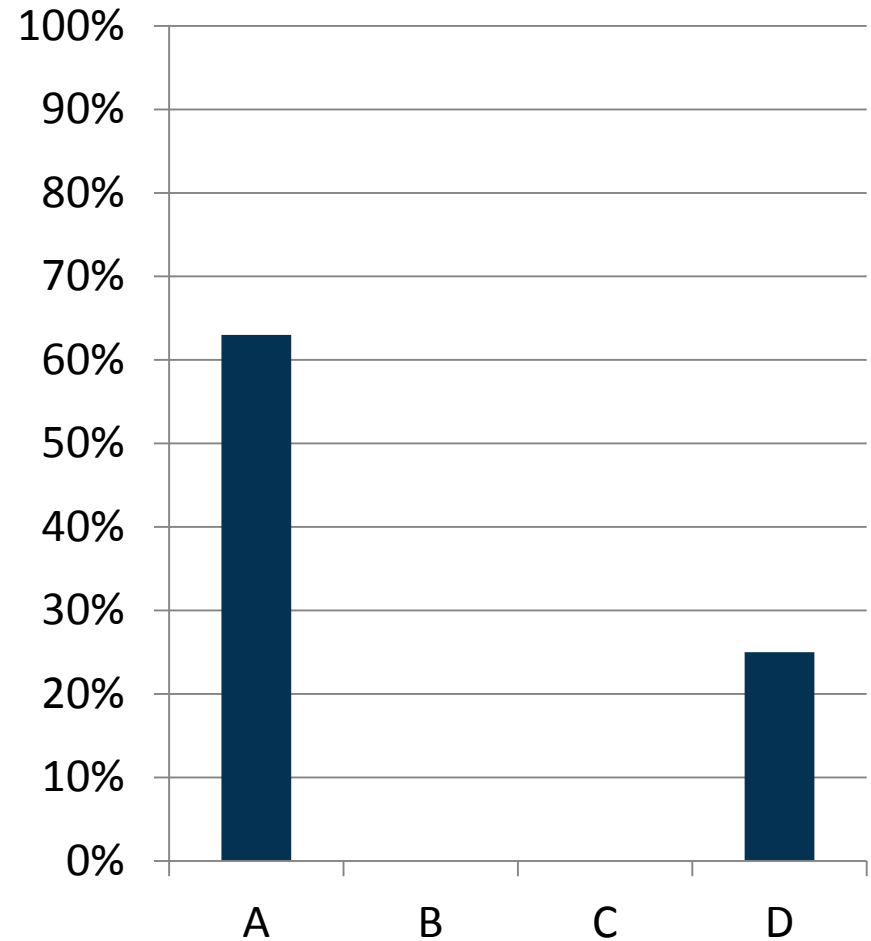
Question 5

How often do you see your key ARC accounting contacts in person?

A. Not often enough, we would like to have more face-time

B. Too Much!

C. We do not need face time as remote tools such as phone and email work fine

D. We would prefer a DC-based contact

Responses

A bar chart showing: A at approximately 13%, B at 0%, C at approximately 88%, D at 0%. The y-axis ranges from 0% to 100%.

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arc — administrative resource center

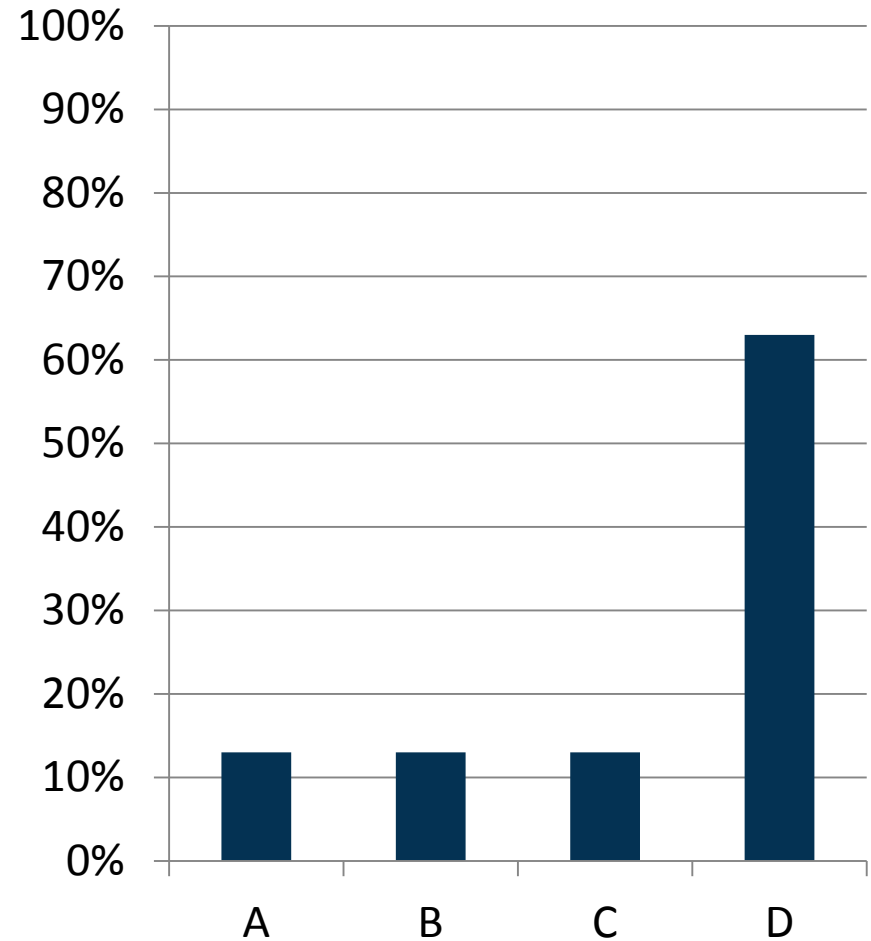BUREAU OF THE Fiscal Service — U.S. DEPARTMENT OF THE TREASURY

Question 6

Are you interested in payroll project services offered by ARC, using our custom payroll projection tool (ARC Predict) in Oracle?

A. Yes - I am interested in ARC Budget preparing these projections for my agency

B. Yes - I am interested in having access to this tool in order to run my own projections

C. No - I am not interested in payroll projection services

D. N/A - this is not my area of expertise

Responses

Bar chart of responses: A ≈ 13%, B ≈ 13%, C ≈ 13%, D ≈ 63%.

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Question 7

In addition to payroll projection services performed by ARC Budget, would you like to see high level execution reviews for the fiscal year provided as well?

A. Yes - I am interested in ARC preparing these projections for my agency

B. No - I am only interested in receiving the data calculated from the payroll projection tool

C. N/A - this is not my area of expertise

Responses

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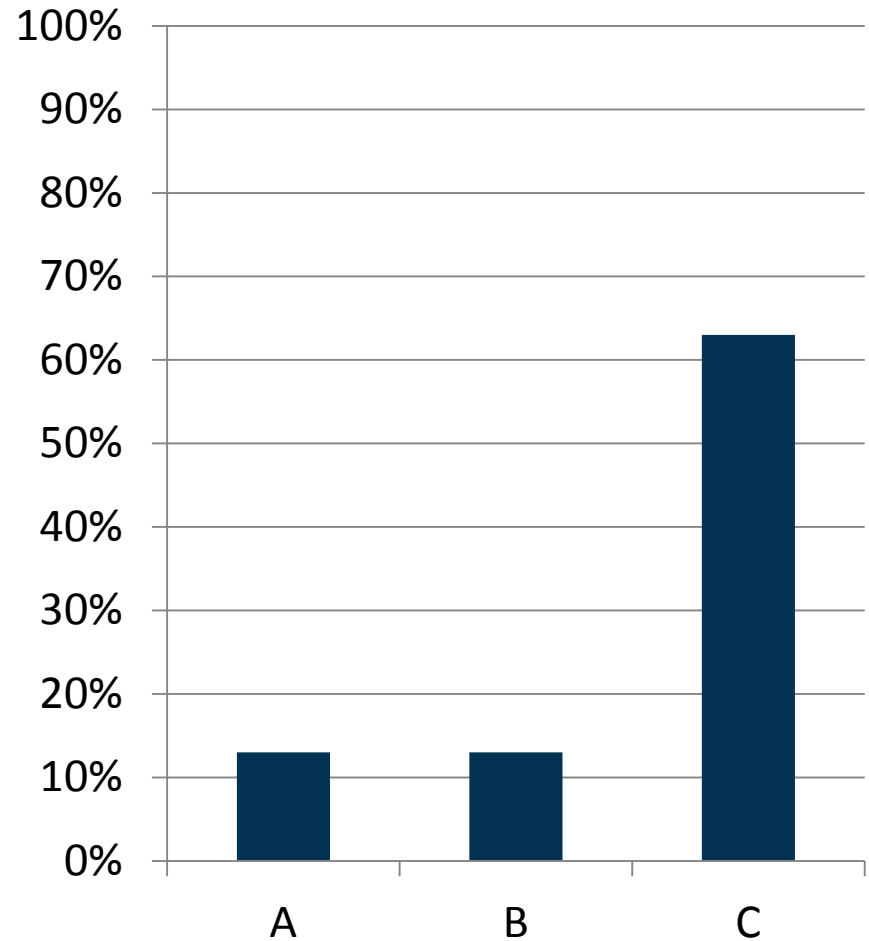
Question 8

Are you interested in a budget formulation tool that could potentially interface with the Oracle budget module?

A. Yes - I am interested in an automated budget formulation tool, and would like to discuss the possibility of ARC Budget entering the data in the tool

B. Yes - I am interested in having access to an automated budget formulation tool in order to build my agencies formulation exercises

C. No - I am not interested in an automated budget formulation tool

D. N/A - this is not my area of expertise

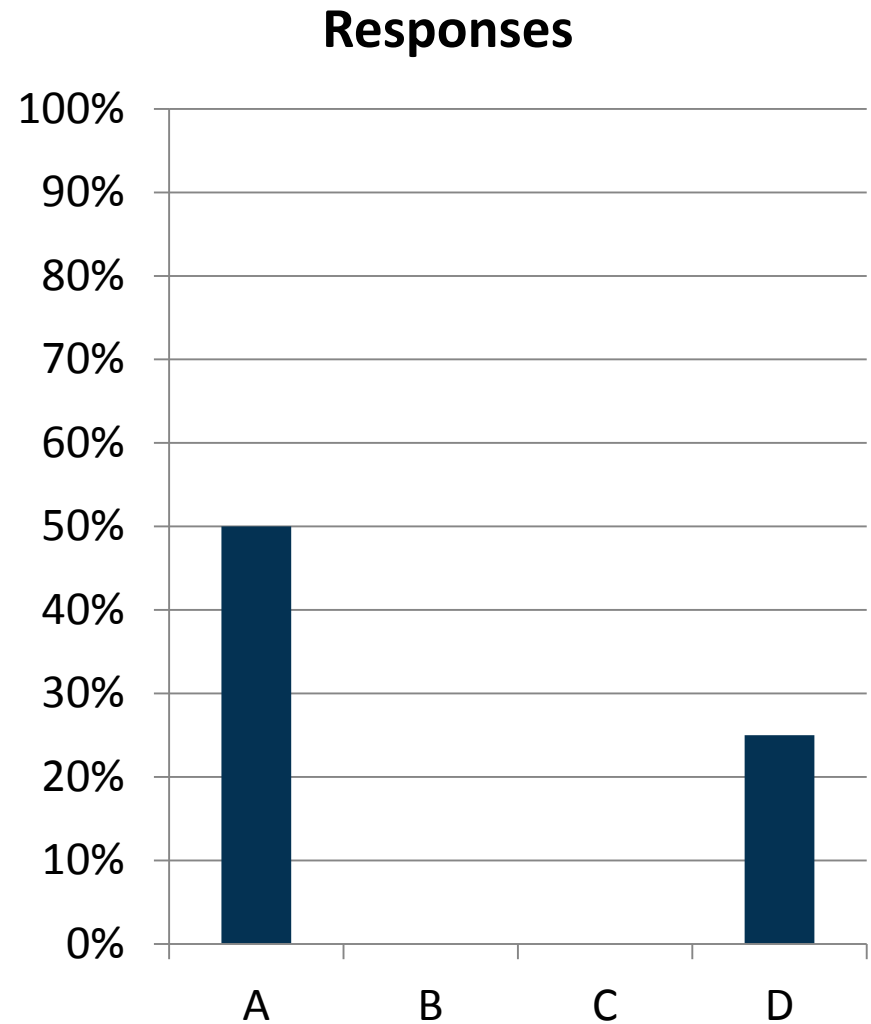**Responses**

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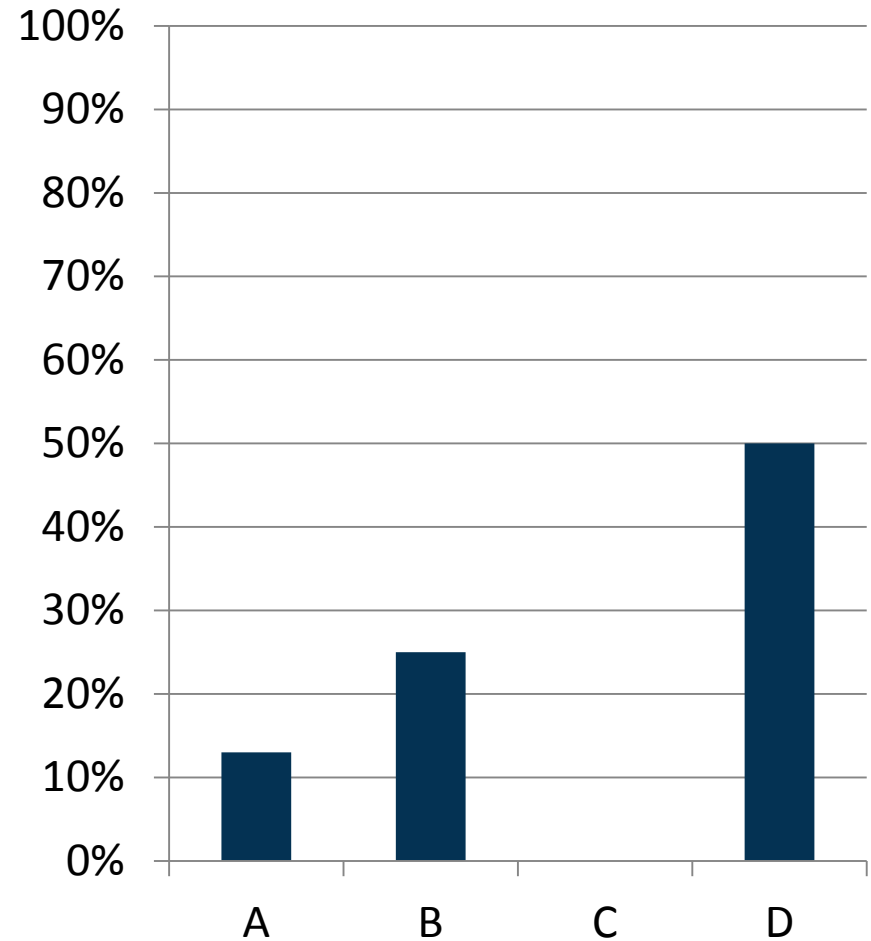
Question 9

What Improvements would you like to see in the area of transaction processing?

A. Cost Reduction

B. Better Customer Service

C. Better Communication

D. More Automation

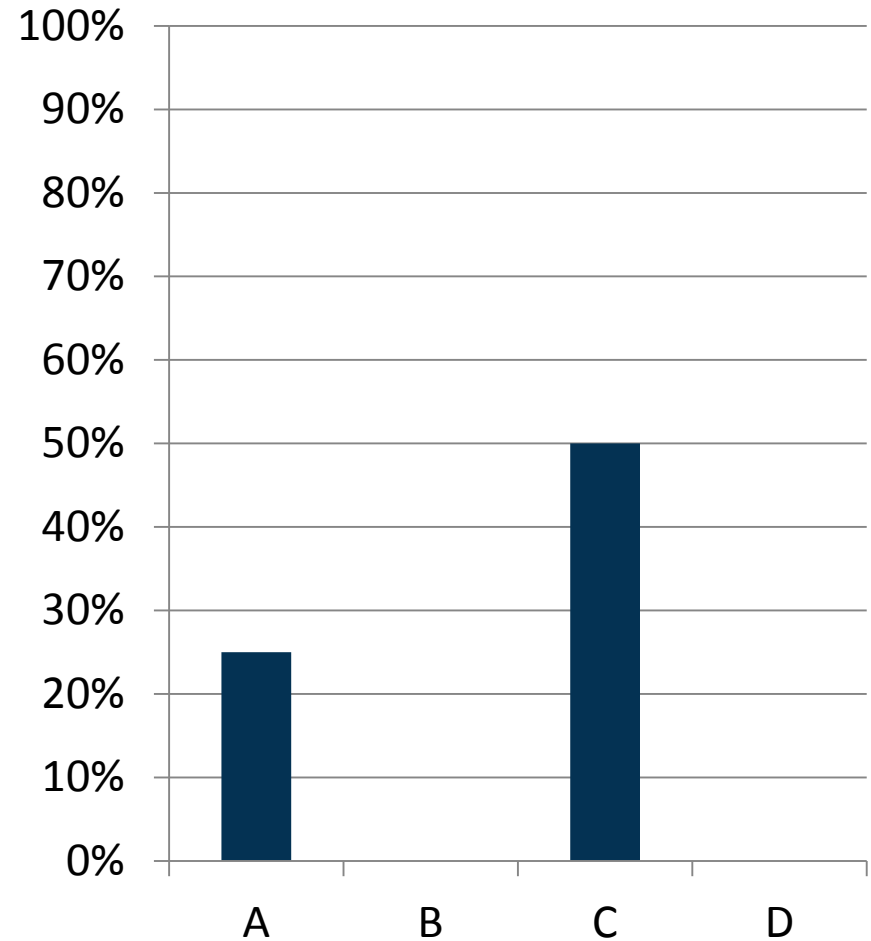**Responses**

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Question 10

Are you interested in Purchase Card Daily Pay?

A. Yes, but only after my Approving Official has approved the transaction

B. Yes, transmit to ARC for payment as soon as the transaction posts to CitiDirect

C. No, I like my monthly statement cycle

D. N/A, we do not have purchase cards
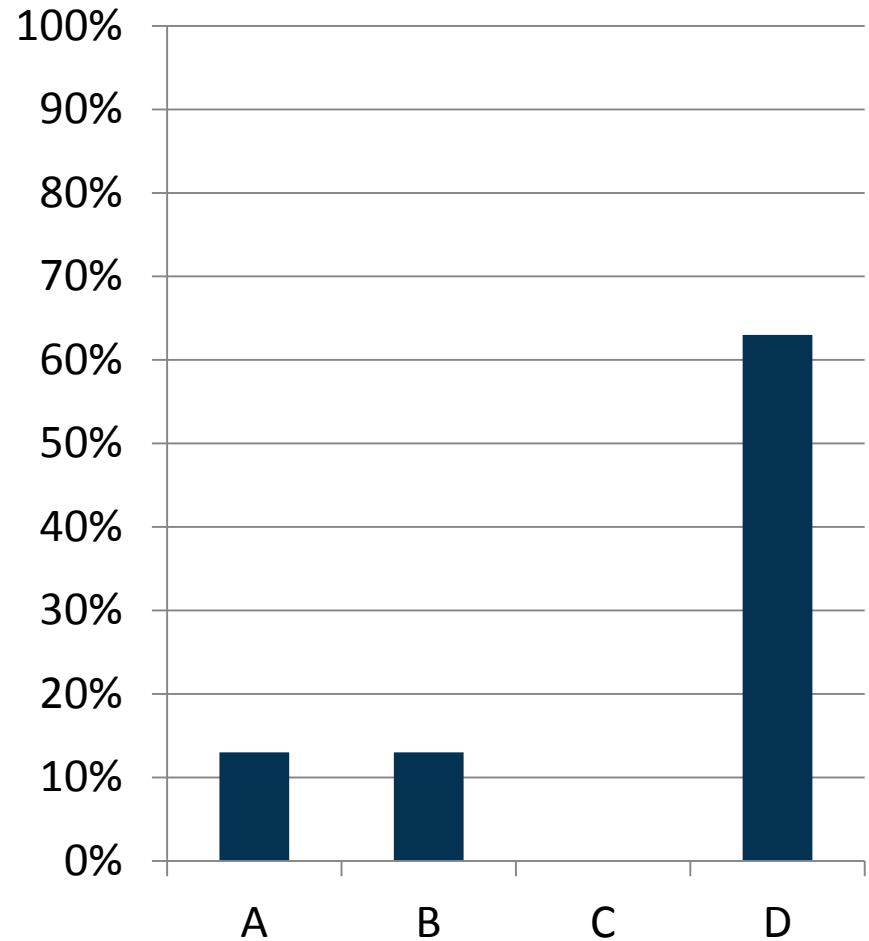
Responses

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Question 11

How interested would your agency be in a Performance Management application to support the data collection and report generation of the Performance section of the PAR?

A. Very interested
B. Somewhat interested
C. Not needed
D. I am not in a position to answer

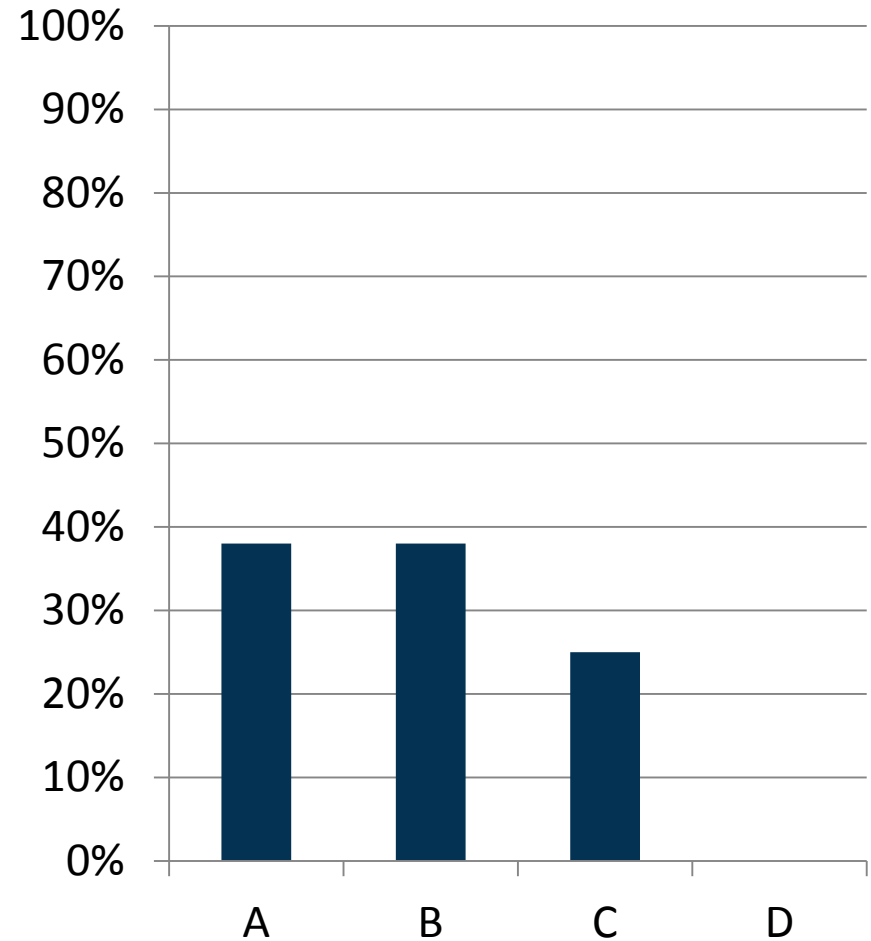**Responses**

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Question 12

How useful do you find our Customer Access Pages?

A. Very, I look there first for answers to my questions

B. Somewhat, I check there for answers but do not always find them

C. Minimally, I find some answers to my questions, but it can be improved
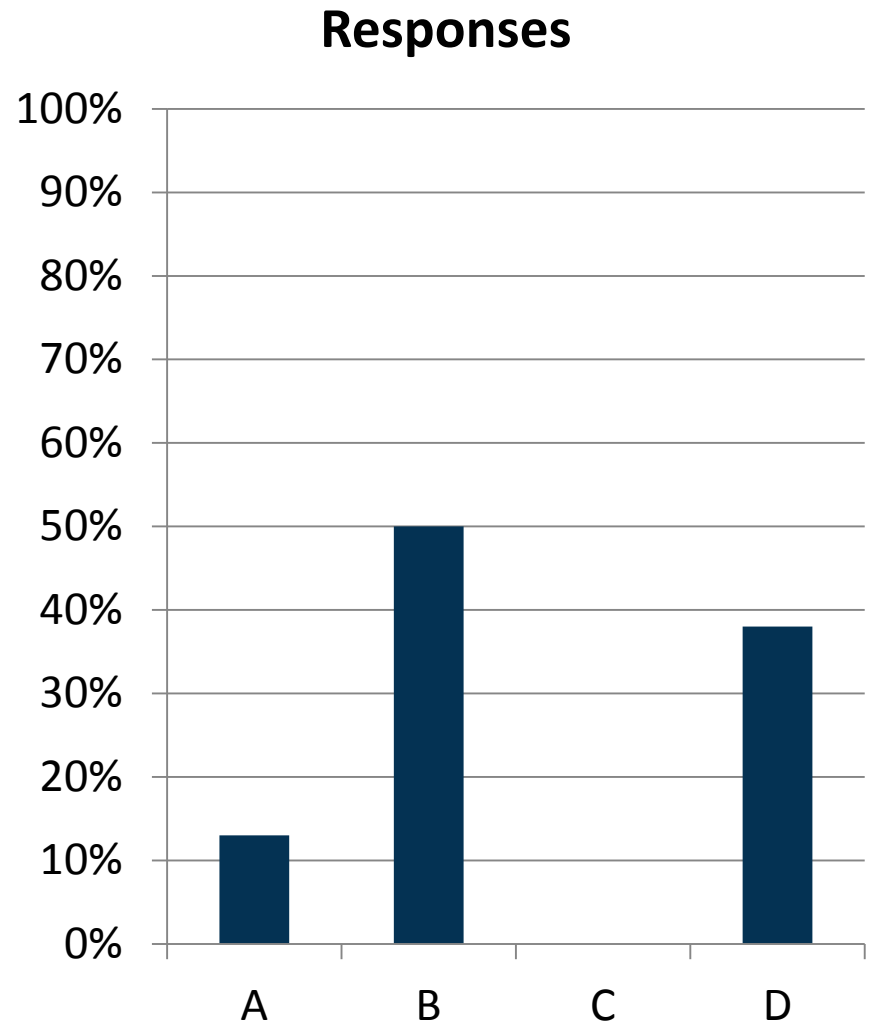
D. What is a Customer Access Page?

Responses

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Question 13

How useful do you find our ARC Communication Newsletter?

A. Very, I always read it to learn what is new

B. Somewhat useful

C. Minimally useful

D. I do not receive the ARC Communication Newsletter

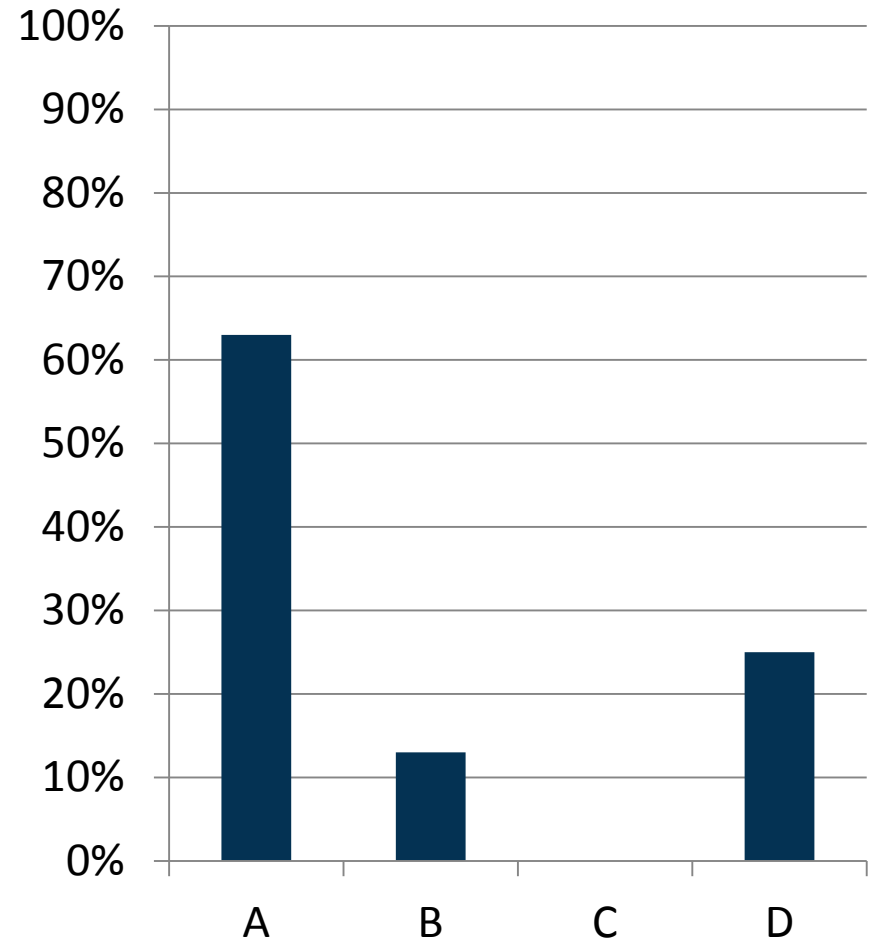**Responses**

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Question 14

Please rate the responsiveness of your primary customer care/reporting accountant.

A. Outstanding

B. Average

C. Needs improvement

D. I do not know my primary customer care/reporting accountant

Responses

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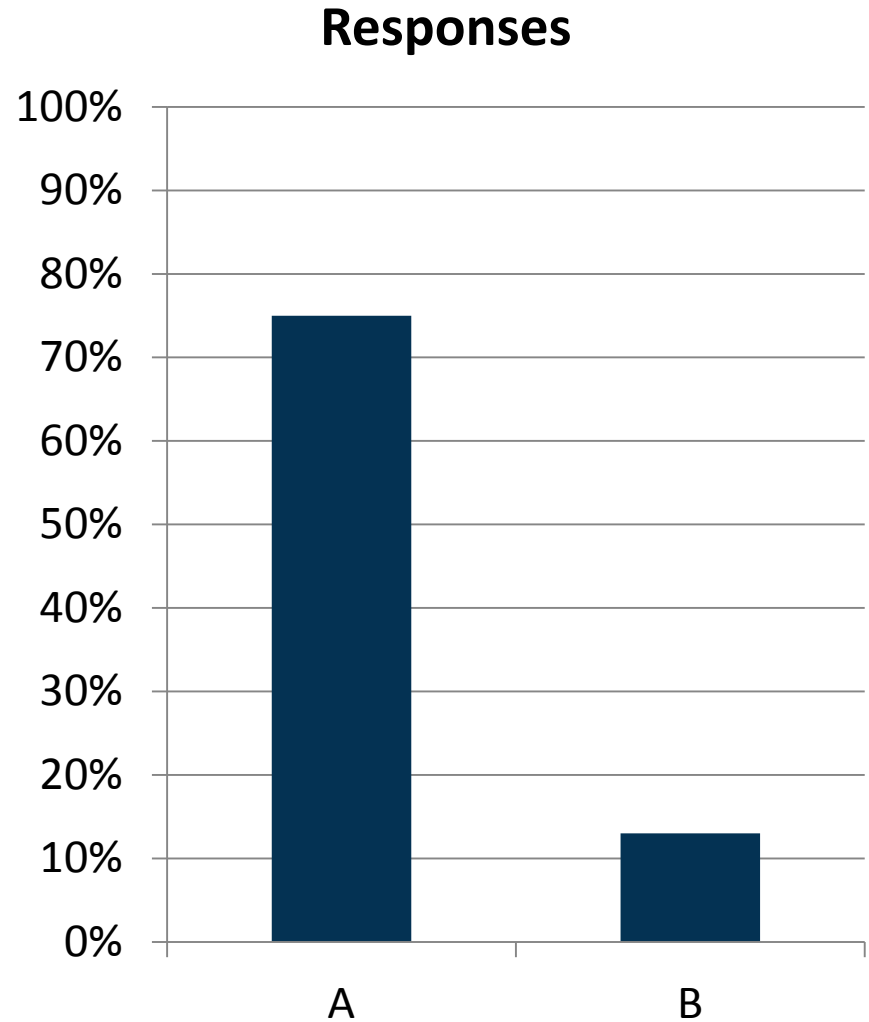
Question 15

Please rate our performance in communicating changes:

A. I am adequately informed of changes by ARC

B. I am not sufficiently informed of changes made by ARC

Responses

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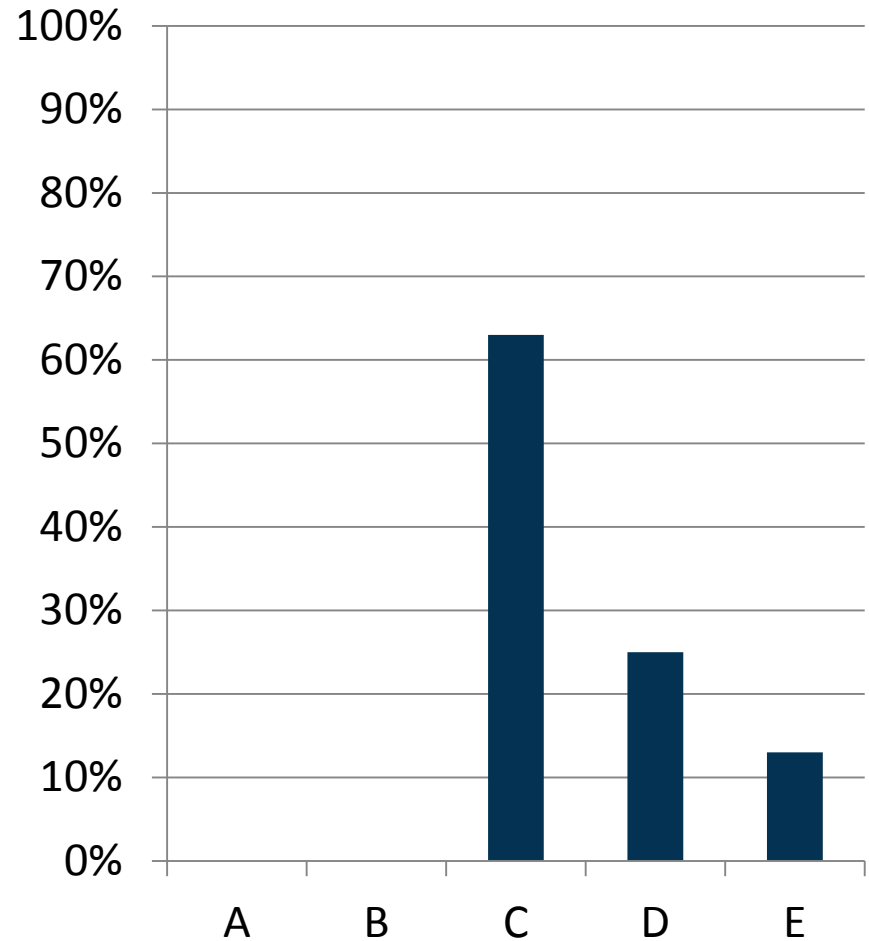
Question 16

My preference in how I learn about changes ARC is making:

A. ARC Communication Newsletter

B. ARC Webinars or FSAC Meeting

C. E-mail communications

D. Customer Access Page

E. Customer care/reporting accountant phone call/meeting

Responses
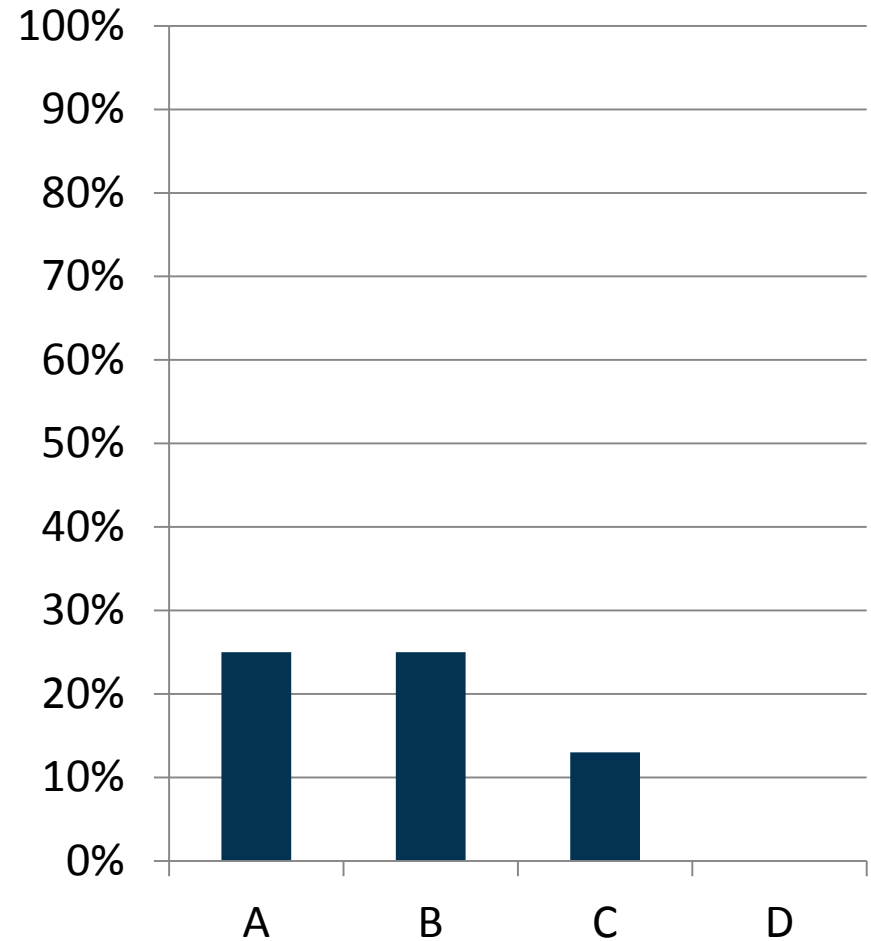
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Question 17

How interested is your agency in using a financial statement tool for producing a publishable Annual Financial Report?

A. Very interested
B. Somewhat interested
C. Not interested at all
D. We do not produce an AFR or PAR

Responses

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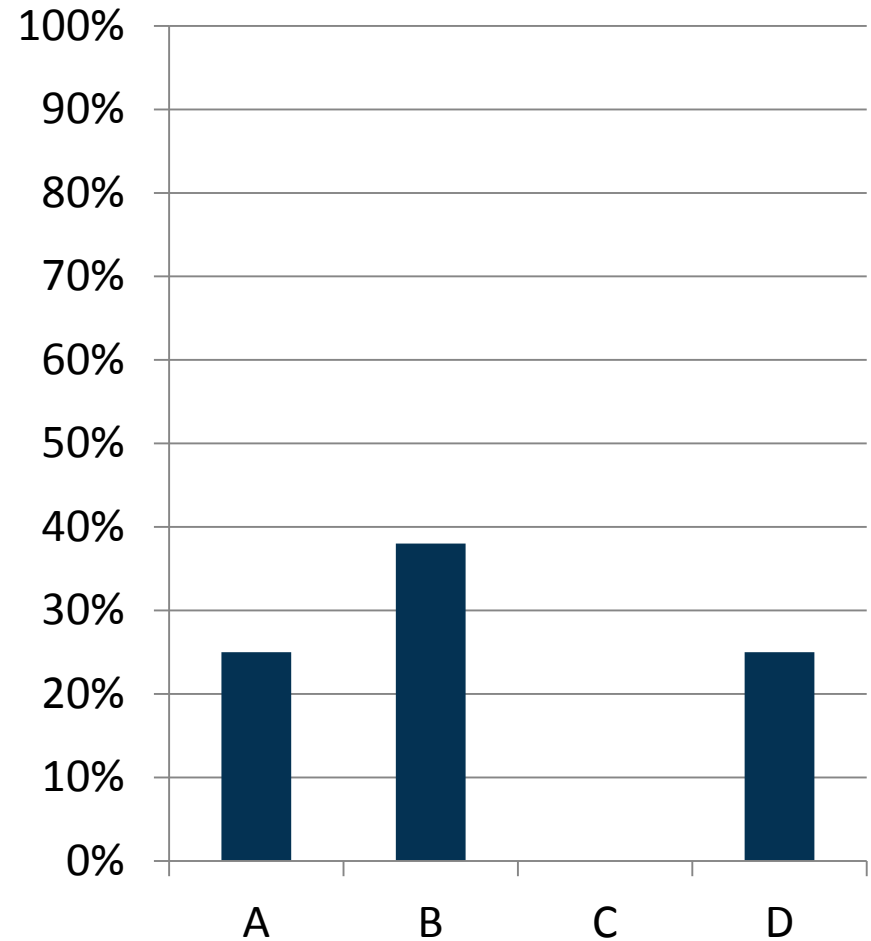U.S. DEPARTMENT OF THE TREASURY

Question 18

ARC is using OMB MAX more and more to deliver documents/files instead of using email to allow for easier document/file retrieval and sharing/collaboration within both of our agencies. Please provide us feedback on your experience in this area.

A. We like the new approach of using MAX

B. We need more time/training to get used to the new approach before assessing

C. My agency is not using MAX yet or it doesn't directly affect me

D. I prefer the email approach

Responses

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Question 19

When I have a problem or concern with ARC FM services that I need to elevate, I:

A. Follow the elevation process recently communicated in the ARC webinar

B. Check the customer access page contact list

C. Contact my Franchise Services representative

D. I don't know how to elevate issues I experience

Responses

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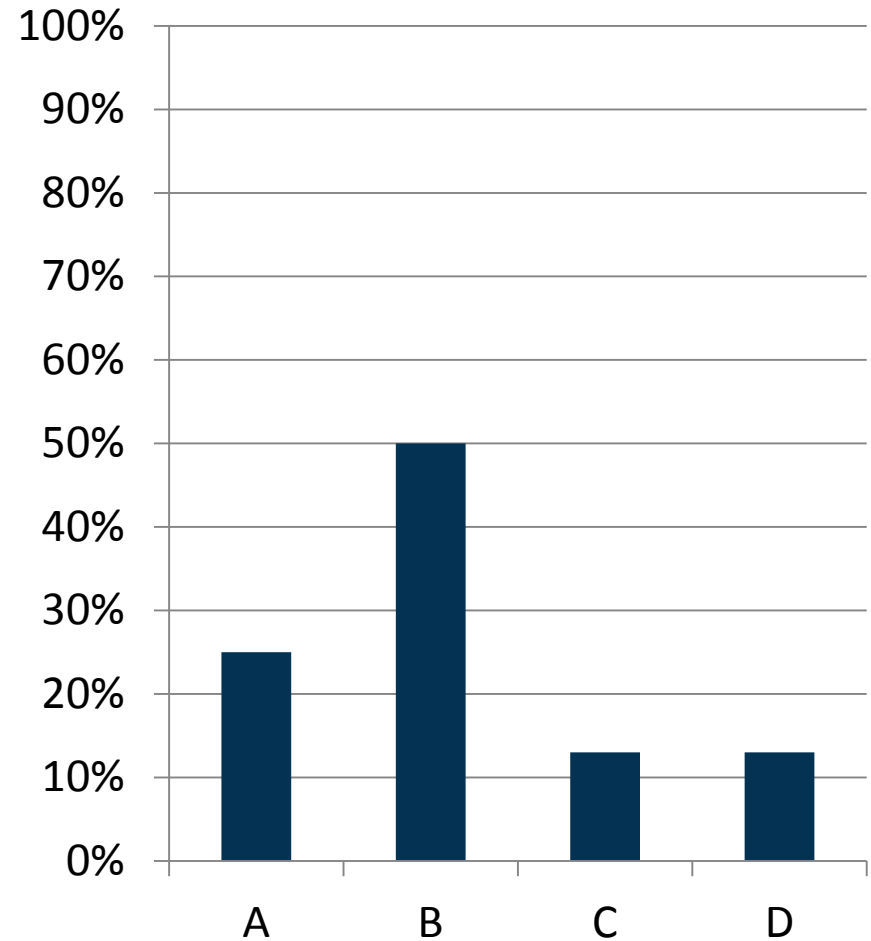
Question 20

- How can we help make our services easier to use?
  - "MAX platform is a good solution"
  - "Make it easier to retrieve my agency's data"
  - "Improve communications and coordination across service lines"

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Question 21

- What changes to the FM standard service line do you recommend to reduce costs to agencies?
  - "Educate customers how to reduce costs"
  - "Transactions due to errors by ARC should not be included in the count"

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Question 22

- My agency would like assistance from ARC in the following area:
  - "Understanding various Financial Statements"
  - "Enterprise Risk Management"
  - "Budget automation"
  - "Oracle Reports"

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Question 23

- Please provide suggestions on topics for future webinars/training classes that would benefit your agency.
  - "Sharing other agency's bests practices with budget, ERM, etc."
  - "Budget automation"

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Contact Information

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Questions??

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